



Connectivity Products Customer Service Supplement

Limited Warranty
Product Service Tips
International Product Support
Bulletin Board System
Product Comment Form

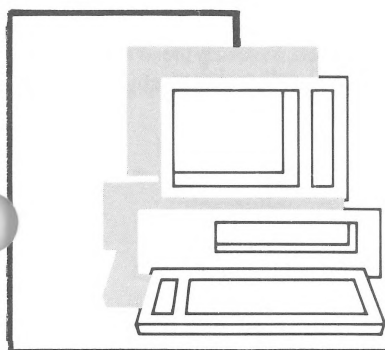
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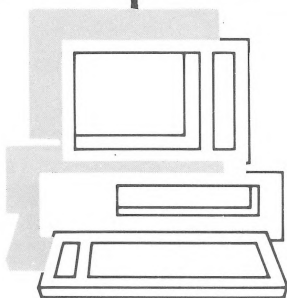
AST Research

Connectivity Products

Customer Service Supplement



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July 1989



First Edition (July 1989)

Changes are periodically made to the information contained in this publication; these changes will be incorporated into new editions.

A Product Comment Form is provided at the back of this publication. If this form has been removed, please address your comments to: AST Research, Inc., Attn: Product Marketing, 2121 Alton Ave., Irvine, CA 92714. AST Research may use or distribute any of the information you supply in any way it deems appropriate without incurring any obligations whatsoever.

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INTRODUCTION

The Customer Service Supplement is a collection of documents designed to help you get the information or assistance you need from AST Research ®. It consists of the following:

- *Connectivity Products Two-Year Limited Warranty:* If you need to know about the warranty claims procedure, read this section.
- *Product Service Tips:* If you have a problem with your AST product, read this section.
- *International Product Support:* If you are in a country outside the U.S., read this document to find the nearest AST subsidiary or branch office.
- *Bulletin Board System:* If you need technical product information, read this section.
- *Product Comment Form:* If you have suggestions or comments about an AST product or manual, complete this form and mail it in.

NOTES

AST RESEARCH CONNECTIVITY PRODUCTS Two-Year Limited Warranty

AST warrants that the connectivity product ("the AST Product") accompanied by this limited warranty is free from defects in material and workmanship for a period of two years from the date of original purchase from AST or an authorized AST Reseller.

During the term of this warranty, AST will, at its option, repair or replace any defective AST Product purchased under this warranty at no additional charge. Warranty service furnished by AST will be on an exchange basis, and AST may repair or replace the AST Product with new or reconditioned parts. All replaced parts and products become the property of AST.

To obtain warranty service, the Purchaser must deliver the AST Product, along with proof of purchase date, to the Reseller from which the AST Product was purchased. When returning the AST Product, the Purchaser must return it in its original shipping container, or equivalent, and prepay any shipping charges. In addition, the Purchaser is responsible for insuring the products returned and assumes the risk of loss during shipment.

THIS LIMITED WARRANTY DOES NOT APPLY TO ANY AST PRODUCTS WHICH HAVE BEEN DAMAGED OR RENDERED DEFECTIVE (a) AS A RESULT OF ACCIDENT, MISUSE OR ABUSE; (b) BY NON-AST MODIFICATION.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, AST MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE, AND AST EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN. IN THE EVENT THE PRODUCTS ARE NOT FREE FROM DEFECTS AS WARRANTED ABOVE, THE PURCHASER'S SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. UNDER NO CIRCUMSTANCES WILL AST BE LIABLE TO THE PURCHASER, OR TO ANY USER, FOR ANY DAMAGES, EXPENSES, LOST PROFITS, LOST SAVINGS, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE PRODUCTS, OR OTHER

DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE AST PRODUCTS.

ANY IMPLIED WARRANTIES ARE LIMITED TO THE TERMS OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

PRODUCT SERVICE TIPS

AST Research has rigorously tested this computer product to ensure that you get the maximum performance from your AST product. However, if you have any technical problems, follow the suggestions below.

If your system is still functional, and you have a modem: use the AST Bulletin Board System (BBS), described elsewhere in this document.

If your system is not functional, or you do not have a modem: take the following steps:

1. *Gather all information pertinent to your system:* You should have the product name, serial number, software version, and so on, as appropriate.
2. *Consult the Troubleshooting section of your AST user's manual for the product:* Troubleshooting is usually Appendix A. Follow the suggestions you find there.
3. *Run the system diagnostic tests if applicable:* These tests help identify and isolate the problem.
4. *Write down any error the diagnostic tests report:* The tests report errors either by displaying a message on the screen or by emitting beeps. The Troubleshooting section in your AST user's manual explains these error messages.
5. *Contact the authorized AST reseller from whom you purchased the product:* Report the symptoms and error messages to the reseller.
6. *If this is not possible, call AST Telemarketing at (714) 863-0181 (Hours: 8 am - 5 pm Pacific Time):* They will give you the phone number of the nearest AST

authorized service center. If you purchased the equipment outside the United States, contact the nearest AST subsidiary or branch office listed in the International Product Support section.

INTERNATIONAL PRODUCT SUPPORT

For technical support, warranty service and out-of-warranty service on your AST product, please contact the local authorized AST reseller where you purchased the equipment. For additional information on available service outside the United States, please contact the nearest AST subsidiary or branch office.

Again, please contact your AST reseller first if you need support or service. For more detail about the warranty claims procedure, see the limited warranty included in this document.

To ensure that you receive information on future enhancements to your AST product, please return the product registration form to the nearest AST subsidiary or branch office listed below:

Europe, Middle East, and Africa territories

AST Europe, Limited
AST House, Goat Wharf
Brentford, Middlesex
United Kingdom TW8 OBA

Telephone: 01/568-4350
TELEX: 268756 ASTEUR
FAX: 01-568-4600

West Germany

AST Research
Deutschland GmbH
Emanuel-Leutze-Strasse 1B
D-4000 Dusseldorf 11 Seestern
West Germany

Telephone: 0211/59 57 0
TELEX: 8585502 AST D
FAX: 0211/59 10 28

France

AST France, S.A.R.L.
86-90, Victor Hugo
93170 Bagnolet
France

Telephone 1-48.70.20.02
TELEX: 233 824 F
FAX: 1/48.70.22.94

Switzerland

AST Research Switzerland, S.A.
32 Route de Malagnou
Geneva, 1208
Switzerland

Telephone 22-863700
TELEX: 845/413135 COD CH
FAX: 22-863980

Italy

AST Research Italia, S.p.A.
Foro Buonaparte 70
Milan 20121
Italy

Telephone 2-7200-1415
TELEX: 843/323380 SIRIOI
FAX: 2-865-863

Far East

AST Research (Far East) Limited
Marketing &
Sales Support Dvsn
Room 2903, Citicorp Centre
18 Whitfield Road, Causeway Bay
Hong Kong

Telephone: 5/717 223
TELEX: 66920 ASTMS HX
FAX: 5/807-0599

Japan

AST Research Japan, K.K.
6F, Hongo Tsuna Bldg.
6-17-9 Hongo Bunkyo-ku
Tokyo 113, Japan

Telephone: 3-818-0710
FAX: 3-818-7905

Canada

AST Research Canada
6549 Mississauga Road
Mississauga, Ontario L5N-1A6
Canada

Telephone: 416/826-7514
FAX: 416/826-6909

Australia/New Zealand

AST Research Australia
Level 3, 178 Pacific Highway
St. Leonards, 2065 N.S.W.
Australia

Telephone: 02-906-2200
FAX: 02-906-2316

Latin America

AST Research, Inc.
2121 Alton Ave.
Irvine, CA 92714-4992
USA

Telephone 714/863-1333
TELEX: 753699 ASTR UR
FAX: 714/863-9478

NOTES

AST BULLETIN BOARD

AST Research has set up a Bulletin Board System (BBS) for users of AST Premium systems and AST PC-compatible products. Users who have modems can use the BBS to attain product and technical information and communicate with AST and other users of AST products.

An AST technician monitors the BBS daily. Users' calls are usually acknowledged within 48 hours. The system is menu-driven, offers extensive communication options, and contains instructions for leaving and retrieving messages and information.

Phone Number: (24 hours)

(714) 852-1872

Contact the bulletin board by modem using the following parameters:

- 300/1200/2400 baud
- 8 data bits
- 1 stop bit
- No parity
- Full duplex

BBS features include:

- 24 incoming lines
- 24-hour availability
- AST Authorized Service Centers listing
- Some updated AST utility software and systems diagnostics
- Technical and software bulletins
- Switch and jumper settings for many AST products
- AST press releases and product specifications

NOTES

Product Name:

Manual Name:

Manual Number:

PRODUCT COMMENT FORM

We appreciate your comments and suggestions. Please let us know what you think about our product or its manual.

Product/Manual Comments and Suggestions

Submitter Information:

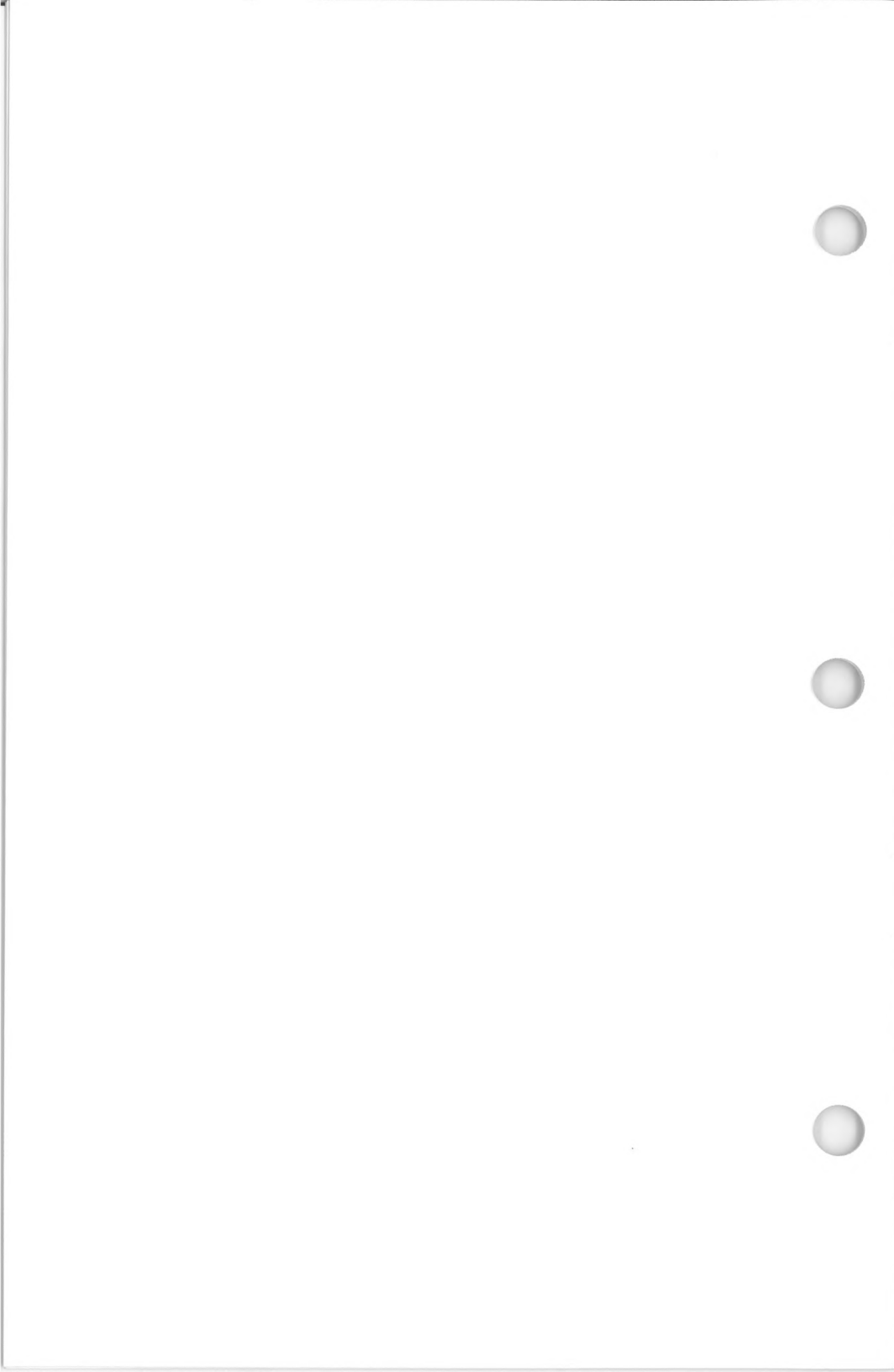
Name

Address

Phone

Please mail this form to:

AST Research, Inc.
Attn: Product Marketing
2121 Alton Avenue
Irvine, CA 92714-4992



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